

Building Monitor

Revised July 20, 2022

Location: Marion Gerrish Community Center (MGCC), 39 West Broadway, Derry, NH 03038

Employee Type: Part-Time; anticipated 22-26 hours p/ week, not to go over 40 hours p/ week Monday - Thursday 3:30 pm – close (usually 9-10 pm, will not be later than 10 pm). **Hours will change based upon needed coverage with rooms booked.** Occasional call-ins may be required. Hours may be adjusted based on the needs of the Marion Gerrish Community Center to include coverage for vacations, vacancies, and call outs.

This position reports to: Office Manager

About us: The Marion Gerrish Community Center is a nonprofit organization, in business for 50 years, that provides meeting space to 150 different organizations including sports teams, business groups, social service organizations, support groups, clubs and more. We also provide senior and community programming. We are open Monday – Friday 8 am to 9:45 pm and Saturday 9 am to 4:45 pm. In addition, we rent our rooms for events and business use.

General Position Description: **The Building Monitor is solely responsible for the building and its customers during their shift. This position is an equal balance of customer service, custodian, and janitor.** The Building Monitor will begin the shift by coordinating with the Office Manager on the room's usage. The Building Monitor will then ensure the cleanliness of 8 rooms, 5 bathrooms, 2 hallways and 2 staircases. Prior to customers' arrival, all rooms will be prepared for use. The Building Monitor will promptly & professionally greet guests; direct them to their rooms and provide support as needed. Examples of support may include soda machine sales, providing supplies like HDMI cord, accepting donations, answering telephone, turning up air conditioning and the like. While the guests are in meetings, the Building Monitor will be responsible for cleaning the building. As the sole caretaker of the building during the shift, the Building Monitor must have exceptional decision-making skills. The Building Monitor is a key holder and responsible for locking and alarming the building at the end of the shift. Although this position reports directly to the Office Manager, the Building Monitor may also receive directives from the Executive Director. **When the Center closes the doors must be locked, and no one allowed admittance. The Monitor will always carry a telephone while working.**

Key Responsibilities Include:

- Overall to maintain the center in a neat and orderly manner and ensure the guests have a pleasant experience while using the building
- Responsible for the care of the building, contents, and customers
- The Building Monitor will solely oversee the Center during their shift.
- Professionally answer phone calls & assist visitors at the Center.
- Answer guest questions and supply needed items.
- Direct customers to their rooms
- Make sure building is closed properly including locks, alarms, heating/cooling, and windows.
- Change outdoor and indoor informational signs as needed.
- Exceptional cleaning of the interior building.
- Ensure rooms are set up correctly for groups and put back correctly after use.
- Special projects as assigned
- Perform light & heavy cleaning duties on daily, weekly, and monthly basis.

- Perform light seasonal duties such as light snow removal & sanding/salting at entrance to building.
- Assist with candy & soda machine sales, photocopies and collecting donations/payments.
- Willing to be interrupted, while performing required duties, to assist with Center operations
- This position is a key-holder for the building
- Other duties as assigned

Additional Requirements, Knowledge, Skills, and Experience Include:

- Must be self-motivated, hard-working, and able to work independently.
- Must have good judgment and ability to make wise decisions using common sense skills.
- Resourcefulness and initiative; ability to operate with minimal supervision.
- Good criminal record with required completion of NH Criminal Records Release
- Solid interpersonal and communication skills and professional demeanor
- Strong customer service orientation.
- Ability to lift and move up to 50 pounds
- Knowledge of Material Safety Data Sheets (MSDS)
- Knowledge and ability to use machines for cleaning (vacuum, broom, mop, etc...)
- Demonstrate careful attention to detail.
- Ability to prioritize and handle multiple projects simultaneously.
- Good telephone skills
- Experience as a janitor/custodian is preferred
- Demonstrated responsibility in prior positions including key-holder is preferred
- Ability to make small dollar change & correctly work with money
- Reliable transportation to work

Physical Requirements:

While performing the duties of this job, the employee is regularly required to talk, hear, frequently stand, walk, use hands and fingers, reach with hands and arms, and lift/move up to 50 pounds. **The employee is frequently required to ascend & descend stairs.** The employee is occasionally required to sit, climb, balance, stoop, and crouch.

Environmental Conditions: noise, atmospheric conditions, toxic chemicals such as cleaning solvents & exposure to weather. Protective gloves and mask and ear plugs are available to employee.

By signing below, I am acknowledging that I have a thorough understanding of the job description and nothing precludes me from performing this job as outlined

Employee Signature & Date

Office Manager Signature & Date Executive Director Signature & Date